



Deliver advanced digital services to your customers in just weeks.

Quadient Digital NOW enables line-of-business (LOB) owners to deploy modern digital services to their customers in just weeks with little reliance upon IT.

Customers are highly volatile and are able to switch services with the click of a button. As competition grows, customer expectations need to be met to reduce churn and increase margins. However, enterprises have to often bear with legacy processes impacting customer satisfaction. The use of paper for customer onboarding, bills and notifications is expensive to manage and inefficient.

A lot of factors derail companies from being able to meet the expectations of both business leaders and customers. Lack of IT resources or the right skills to improve the customer experience are often barriers to improve customer touchpoints.

To counter that, Digital NOW makes it easy for business leaders to quickly identify how to improve the CX for business process such as onboarding, change-of-address, billing, customer support and more.

Digital NOW provides business leaders with hosted solutions that can be implemented in a very short period of time, without burdening IT.

BACKED BY THE EXPERTS
Gartner, Forrester, and Aspire



EXPERIENCE
A rich history of world-class leadership



PROVEN RESULTS
96% customer satisfaction rate



EXPERTISE
8 billion personalized experiences annually



GO DIGITAL NOW



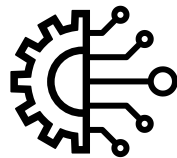


DIGITAL NOW HELPS BUSINESS LEADERS ASSESS THEIR CX STRATEGY AND RELATED KPI'S AS WELL AS OPERATIONAL COSTS FOR KEY BUSINESS PROCESSES SUCH AS: ON-BOARDING, SERVICE PORTABILITY, CHANGE OF ADDRESS, BILLING OR CUSTOMER SUPPORT.

Assess your CX strategy

Our Digital NOW CX Assessment is a methodology to help business leaders quickly evaluate and review key customer journeys. It identifies business pains and gains. It also proposes pragmatic solutions that can be implemented quickly with little IT support.

The Digital NOW CX Assessment is followed by UX and UI sprints during which our team of web and mobile designers co-construct with business leaders' state-of-the-art digital interfaces to support customer interactions.



INTELLIGENT DOCUMENTS

Wow your customers and drive incremental revenue with intelligent bills, statements and communications.

With 97% of customers spending two to five minutes reviewing their monthly bills each month, statements provide a critical ongoing opportunity to deepen the customer relationship and increase revenue. As a regular customer

touchpoint, statements are a strategic asset for your business. Optimizing their performance offers compelling business results including on-time payments, better customer engagement, and upsell cross-sell opportunities.

Digital NOW helps you turn regular customer interactions into extraordinary experiences.



Reduce costs

Reduce print and mailing costs by delivering bills and statements electronically.



Reduce inbound call volumes

Reduce call volumes by making bills and welcome kits easy-to-understand with interactive charts, graphs and sliders.



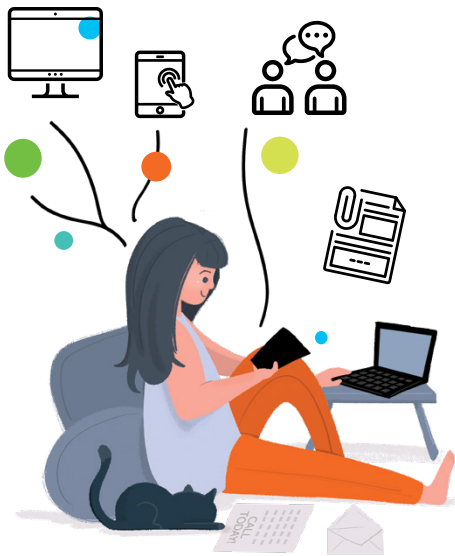
Drive engagement

Turn static bills, statements and under-performing customer communications into mind-blowing dynamic and interactive communications quickly and easily with our pre-wired digital accelerators.



Upsell, cross-sell

Leverage customer data to position upsell and cross-sell promotions tailored to your customers' unique needs and encourage enrolment in new services and programs with a simple click.



Bills



Statements



Welcome kits



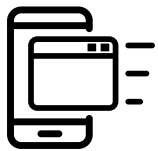
Notification letters



Loyalty programs



Landing pages



DIGITAL ONBOARDING

Create seamless digital onboarding experiences through intelligent eForms

Forms are designed to help your organization collect and share data, and efficiently convert these inputs into useable data. While paper and PDF forms remain in heavy use, they are often implemented poorly, making them difficult to manage, inefficient, and cumbersome to use.

Reducing paper forms yields a quick payback, as they are slow to create, expensive to produce, unsecured and disconnected from other document output and content updates. In addition, moving to electronic forms results in a 30% higher completion rate, lower paper handling and storage costs, reduced time to produce and process documents, and the ability to capture data electronically to automate data collection and sharing.

Digital NOW makes digital onboarding quick and convenient

With Digital NOW, our clients can personalize surveys, conduct CSAT surveys, manage customer support forms, and create seamless upsell cross-sell opportunities quickly and easily. Quickly deploy digital forms that are pre-populated with your customer's data and feature integrated eSignature capabilities to drive quick conversions.



Personalized surveys



CSAT surveys



Customer Support forms



Onboarding processes



Up-sell cross-sell processes



ORCHESTRATED DELIVERY

Deliver the right messages to the right customers on the right channels

Omnichannel orchestration enables the delivery of relevant, timely communications that work in concert across channels to drive better customer engagement.

Boost engagement by 2X with orchestrated delivery

Digital NOW helps boost customer engagement rates by up to 2X by enabling you to easily organize and deploy personalized multi-channel communications based on customer profiles, behaviors preferences and needs.



Get started with Digital NOW

We believe that carefully orchestrated customer interactions are critical to the success of your business. We empower business leaders and support their ambitions through rapid digital service implementation that delivers measurable results within weeks.

Together with our clients, we assess and improve existing CX processes and codesign effective and differentiating user experiences across all touchpoints.

Our digital consultants provide industry-leading expertise and work with the best web and mobile designers to deliver truly innovative user experiences and customer-centric solutions.

Contact us today for a CX Assessment with one of our Digital NOW experts.



About Quadient®

Quadient, formerly Neopost, is the driving force behind the world's most meaningful customer experiences. By focusing on four key solution areas including Customer Experience Management, Business Process Automation, Mail-Related Solutions, and Parcel Locker Solutions, Quadient helps simplify the connection between people and what matters. Quadient supports hundreds of thousands of customers worldwide in their quest to create relevant, personalized connections and achieve customer experience excellence. Quadient is listed in compartment B of Euronext Paris (QDT) and is part of the CAC® Mid & Small index.

For more information about Quadient, visit www.quadient.com.

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